

**From:** Duke, Michael <mduke@kmctelecom.com>  
**To:** Cronan O'Connell (E-mail) <coconnell@alts.org>  
**Cc:** Breckenridge, Tricia <tbreck@kmctelecom.com>; McLaughlin, John  
<jmclau@kmctelecom.com>  
**Date:** Wednesday, June 09, 1999 9:31 AM  
**Subject:** Examples of ILEC poor performance

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Cronan - Attached are just a few examples of poor service provided to KMC by all the ILECs. Let me know if this is the type of infop you were looking for.

Mike

<<KMC Calls.doc>>

## **SELECTED KMC CALLS**

### **I. Ordering Problems**

#### **1. No Confirmation of Orders/Lost Orders**

**Cindy Graham**                      **KMC Corpus Christi**                      **Sept. 11, 1998**

I'm calling about customer order that I placed with the LSC office at Southwestern Bell for a customer named Bay Control Services. This was an order requesting dual service at another location. I placed the order with the LSC on Sept. 8<sup>th</sup>. Two days later I had not received a confirmation on it yet, so I called to check on it. They said that they could not find the order, so they requested that I re-fax it, so I did. I called today to check on it because the customer called on a conference call with the site manager at that job looking for the lines. And he said he had the order and would type when he got a chance to. Meanwhile, the customer is waiting for the lines and then he said that he didn't know what kind of due date he can get, so it didn't sound like it would be any time soon. Meanwhile, they're waiting for the lines now.

**Michelle Willey**                      **KMC Roanoke, VA**                      **March 14, 1999**

I had an order that was submitted on 2/24/99 for Lewis Gale Radiology. This was an order for ISDN service which has to be submitted via paper fax. I called on 2/26 to get a status on it and supposedly it was in a query status. There was something wrong with my order. I did not receive— they are supposed to fax back via fax with the information of what's wrong with the order. It's in query status and they're supposed to fax back and tell you what's wrong with it so you can fix it. This happens three times that it went into query status. I never did get the paper fax telling me what was wrong. I had to call in every day to get a status on them which I shouldn't have to. Even the Rep called me when she was finally able to confirm and give me a due date. She said she had faxed over the information but I still never received it. I had to call back again to get someone to fax that to me. Any time that we have to send anything over on paper, it's never taken of. They never respond back with any information on it.

### **II. Provisioning Problems**

#### **1. Timeliness of Provisioning/Repairs**

**John Gant**                      **KMC/Savannah**                      **Dec. 8, 1999**

I reported a customer trouble yesterday morning on the 7<sup>th</sup> in A.M. time; I think it was around 9:00 in the morning. I reported it to Betty at BellSouth Repair. I checked with the end-user customer; that trouble, by the way, was slated to be cleared by 9:00 this morning. I asked it be escalated for yesterday afternoon. Called with the end-user customer check this morning, it was still not working properly. I then called BellSouth Repair to check on the ticket. They had no report, no history trouble whatsoever. I then put in another ticket trouble with a lady named Juanita Rhule this morning. She's saying that there's no trouble on it whatsoever, so she had to

put in a new order – or new trouble ticket, excuse me. They won't give us a ticket number; they go by the telephone number which means they don't have to enter it and there's no written rule.

Then I get a call back, from a woman named Emma with Bell Repair. She asked me the recordings that were on the line that I already gave to them yesterday. I already gave them every piece of information that they needed. I then told her that the recording says something to the effect that there's a block on the line, you need to call your local company. She said there's no such recording; it wouldn't say call your local company. And I said, well, that could be wrong, it says there's a block on the line, you need to contact your phone company. She then slammed the phone down after she said, "Thank you," and hung up the phone in my face. The repairs still have not been corrected.

**Bruce Bankston**

**KMC/Pensacola**

**March 1, 1999**

On Friday, February the 26<sup>th</sup>, we forwarded a T-1 being out of service for Gulf Coast Internet. This is the largest Internet provider in the panhandle area. They service just about the entire area of Panama City. The T-1 outage was reported at approximately 6:45 a.m. The technician was dispatched at about 7:10 a.m. out of the Atlanta office. They isolated the problem to the Panama City central office, and then about 9:30 that night after three technicians and another call-out back to the central office, we found a problem with a low-speed card. And what that means is during a business day with a fully functioning central office and repair facility, it took us 14 hours and three technicians to find and fix a problem, which meant Gulf Coast Internet and the Panama City was out for the entire day. Of course, this is unacceptable. My telephone number is 850/434-1540. Thank you.

**Ingrid Hoover**

**KMC/Greensboro**

**March 19, 1999**

I'm calling regarding a customer of ours, Berkeley Insurance Co., at 7027 Alberpick Road in Greensboro, zip is 27419. This customer has been out of phone service since 7:00. It is now 4 pm. They are a resale customer of ours. We called the NRC regarding the trouble. They said the BellSouth could not do anything until 3:00 this afternoon. At 3:45, I spoke with Chris at the NRC and came to find out that BellSouth has done nothing at this time to fix this problem. This is very crucial on this account. We're coming close to losing them as a customer. I feel this is very unacceptable of not getting this taken care of. It's just like any other business, you need your phones. So the status is right now that Ken, the supervisor at NRC is escalating this with BellSouth to figure out what the problem is but I felt that this is something that needed to be reported. If you have any questions regarding this, you may contact Ingrid Hoover at 336-510-8430. Thank you.

**Linda Fuller**

**KMC/Duluth**

**April 26, 1999**

We have a customer named RE Plus out of Daytona Beach, Florida. We were told this morning that we lost that customer because BellSouth did not install their voice mail service on the line when the order was due on the 16<sup>th</sup>. We do need to make sure that Bell does complete our orders in a timely manner because we are losing some of our customers because of that.

## 2. Coordinated UNE Loop Cutovers

**Jeannie Lawrence**      KMC/Shreveport

**Sept 23, 1998**

We had a problem over the weekend. One of my customers by the name of AAMCO Transmissions that we had planned to do a cutover from BellSouth to KMC on Wednesday, the 25<sup>th</sup>. We had an FOC dated the 19<sup>th</sup> that had a due date for the actual UNE-port to be done on Wednesday the 25<sup>th</sup>. So, nevertheless, on Saturday the 21<sup>st</sup>, the customer was cut off by Bell. All services were cut off, so we got the call through the NRC that they didn't have any service.

KMC started working on it as soon as possible and ended up doing a full cutover to our service that day. However, it took until about 10:00 on Monday to get the numbers ported that the customer wanted to keep – the BellSouth numbers ported to KMC. The customer was out of service all day on Saturday. They never could receive calls by someone calling their original telephone number until 10:00 on Monday. The breakdown with BellSouth is that if we send in any kind of change order, it's not flowing through their systems and things don't get coordinated. . . Orders get worked early or they don't get worked at all and it's very uncommon for us to have an order that's done when it's supposed to be done.

This is not the first time that we've had this problem but it is the first time I've called about it. My number is 213/2234. Thank you.

**Lance Catoor**

**KMC/Corpus Christi**

**Feb. 2, 1999**

We have a customer called Princeton Medical Group, they're an on-net customer located at 1521 South Stapleton, our on-net building. Southwestern Bell mistimed the cut and cut the customer off before the scheduled cut date, but had not completed the INP order. Therefore, the customer was out of service.

**Lance Catoor**

**KMC/Corpus Christi**

**Feb. 16, 1999**

We had a problem with the cut this morning for Bay Tech Engineering in Corpus Christi. SWBell was supposed to monitor the lines to see if there were phone calls before they do the actual cut. They did not do that and they cut the customer off – three customers off – in the middle of phone conversations conducting business.

**Ingrid Hoover**

**KMC/Greensboro**

**Feb. 23, 1999**

I'm calling regarding a customer of ours, Nakota Smith Insurance. We were supposed to cut this customer over to UNE on 2/22. The time was supposed to have been at 9:00 a.m. on Monday the 22<sup>nd</sup>, however, we received a call from BellSouth that they had no one to work the sorter. This morning when I came in the office, this is Tuesday the 23<sup>rd</sup>, we had received a message from the customer that he had no phone service. I have found out BellSouth went ahead and cut the customer last night, and did not inform anyone at KMC of this ... we did not

have a conference with them to do this. This is a big problem with us. They are aware that we need to do this all in sync together and not just have them go and cut this customer over and not inform anybody. But this caused a big problem with the customer and we're still in the process of trying to get it fixed.

**Brenda Miller**

**KMC/Huntsville**

**Feb. 23, 1999**

We have a problem with another order for a number port. BellSouth went ahead and worked the "D" Order. This order was due at 5:00 p.m. today, which is Tuesday, February 23<sup>rd</sup>. They worked the "D" Order, which is the disconnect, and now the customer is out of service. So, they're trying to get them back up because the number port is not completely engineered and won't be ready until today.

**Lynn Kay**

**KMC/Greensboro**

**March 3, 1999**

We had a cut that was supposed to cut this morning, Wednesday, for First South Mortgage out of Winston-Salem. The cut had been originally scheduled for Monday, but was put it off until 9:00 on Wednesday morning because of some issues with BellSouth. This morning, BellSouth did not assign a tech to work the order; therefore the cut has been delayed once again. Tony at the UNE Center is trying to get us a tech on the job from BellSouth. So, the cut has been delayed twice, if not three times now.

**Mario Espin**

**KMC/Daytona Beach**

**May 11, 1999**

I wanted to report that over the last ten days, we've been working closely with BellSouth due to outages that they have caused during installation. It seems to be a problem that is spreading wide throughout the BellSouth, where they are not coordinating the installation of new facilities and they're running the disconnects prior to running the new installation. As a result, the consumer believes that KMC is the poor provider of service when in reality it is BellSouth. After doing much work, and this happened to us with fifteen accounts in Daytona Beach, we were able to escalate this. I personally called Mark Butterworth, who is the Assistant Vice President for Operations for Bell South – we had some very animated conversations where we felt that BellSouth had a malicious intent here locally in our city trying to put our customers out. The word in the city has spread like wild fire what crummy service we provide. Finally, I gave Mark four working days to give me resolution. He came back last Thursday with his hat hanging down and claimed that on all fifteen cases, it was Bell South's fault and he admitted to that. On that conference call, we must have had eight or nine individuals, probably half and half from each company, so there were lots of witnesses and the conversation was at least scribed if not recorded. I thought I'd mention that to you. Again, all these instances in the city of Daytona Beach. I can be reached at (904) 271-1111. That's my direct line and again, my first name is Mario. My last name is Espen. Hope this helps. Hope you nail them. Take care.

**Scott Forrester**

**KMC/Greensboro**

**May 20, 1999**

Over the past week, I've had a lot of problem with BellSouth's UNE Center on coordinated cuts. What has I guess brought this to a head with me here today is the three customers scheduled to cut today at 10:00 am. We informed the UNE Center at 7:45 this morning that we had tested the lines and had dial tone. BellSouth could start the wiring and get wired ahead of time. Again, all three of these were coordinated scheduled 10:00 cuts. UNE center was notified ahead of time that they were all good to go and begin wiring, and here it is 11:30, wiring is still being done. The cuts are not cut and it's just not a pleasant experience to be on a conference call for two hours and have to be holding up for the wiring. It should have been done ahead of time. Like I say again, this is not the first time. This has happened in the last couple of weeks. So something needs to be done about getting these cuts wired ahead of time and when they're scheduled to cut at 10:00, they're ready to go.

### **III. Other Anti-Competitive Actions**

**Alecia Reynolds**

**KMC/Savannah**

**March 26, 1999**

I have an incident to report. The customer's name was Savannah Tyer. They were at 100 Minus Avenue in Garden City, Georgia. The incident happened on March 13, 1999. We did a simple resale order through the LENS process at Bell South to add four 1FBs (four business lines) with no particular features. This order did not require wiring or jacks for this customer. I put the order in on March 13 and requested a due date of the 17<sup>th</sup>. It came back to me that we had a due date of 3/20. I called the representative from the customer's office to tell him that he had an install date of 3/20, which happened to be on a Saturday, but they're open so it wasn't a problem. He was looking forward to the lines going in – gave him the telephone numbers.

He called me back at 5:00 on March 19 to tell me that Bell South representatives had been out there today even though they were scheduled for the following day. He said that they kind of oversaw his operation, talked to him about the four 1FBs, asked him why he needed those, what he was using them for and advised him that that probably was not the best way to go. The BellSouth representatives also advised him that he would probably be better served with one or two ISDN lines. They offered to go ahead and cancel his order with KMC so that BellSouth would provide the ISDN lines. I told him that KMC can supply the ISDN lines also.

After I spoke with him, I called the LCSC, Local Carrier Service Center, for status just to see if it was in a cancellation status. I spoke with Andrea at the LCSC. The number that I dialed was 1-800-872-3116. I spoke with Andrea and asked her what status the order showed. She told me that it had been put in "missed appointment" status, and I asked her why. She said because BellSouth was unable to install the lines. I asked her why, because the customer was there. She said she didn't know. So, I asked her why they went out a day early when they were scheduled on the 20<sup>th</sup> and she told me that they sometimes got ahead of their schedule and if that was the case that they would go to the customer location early. And I asked her again. I said if that is the case, then why didn't the tech go ahead and install the four business lines that were ordered. She said she didn't know. I said the customer was there, there was no wiring or jacks needed, the tech should not even have questioned the customer on any types of needs or anything else. He

should have installed the four 1FBs and of course, she had no answer for this. She said I really don't know. It's just been put in "missed appointment" status. This is unacceptable.

**From:** Duke, Michael <mduke@kmctelecom.com>  
**To:** Cronan O'Connell (E-mail) <coconnell@alts.org>  
**Cc:** Breckenridge, Tricia <tbreck@kmctelecom.com>; McLaughlin, John <jmclau@kmctelecom.com>  
**Date:** Wednesday, June 09, 1999 11:34 AM  
**Subject:** FW: KMC ORDER STATUS

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Cronan - Still another report in a different format. These all would have been to SWBT. The big issue here would be sequential "clarifications", that is, the ILEC is suppose to identify all items that the ILEC is confused about and/or thinks is in error when the order is placed in "clarification status", but they all stop processing the order upon seeing the first error, place it in "clarification", then KMC corrects the error, expecting the order to now be processed, only to have the order clarified again. As you will see, 1 order was clarified 7 times!

Hope I'm not over whelming you!

Mike

> -----Original Message-----  
> From: Larry E. Miller [SMTP:lmille@kmctelecom.com]  
> Sent: Thursday, April 08, 1999 10:37 AM  
> To: md344a@sbc.com; James Longino (E-mail); Rodney Chappell  
> Cc: Cindy Smith; Mike Duke  
> Subject: KMC ORDER STATUS  
>  
> Maria,  
> Here is a spreadsheet of some pon's that we have sent in the last month  
> and  
> none of these were FOC'd within 24 hours. Also none of these were given  
> due  
> dates within the standard intervals.  
>  
>  
> <<STATUS\_.doc>>



## KMC ORDER STATUS

[illegible]

[illegible]

**From:** Duke, Michael <mduke@kmctelecom.com>  
**To:** Cronan O'Connell (E-mail) <coconnell@alts.org>  
**Cc:** Breckenridge, Tricia <tbreck@kmctelecom.com>; McLaughlin, John <jmclau@kmctelecom.com>  
**Date:** Wednesday, June 09, 1999 11:27 AM  
**Subject:** FW: BS is a 20 billion dollar company

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Cronan - Attached is another example, except this one is in the form of a "log" of all contacts with BellSouth. It shows how Bellsouth's lack of responsiveness, manpower, commitment to their CLECs customers, etc. requires KMC to project manager each and every order. Hope this helps.

Mike

> -----Original Message-----  
> From: Larry E. Miller [SMTP:lmille@kmctelecom.com]  
> Sent: Sunday, April 04, 1999 9:40 PM  
> To: Wendell Register (E-mail); Jeff Mitchell; Paula Linn; Jamie Longino;  
> Mike Duke  
> Subject: FW: BS is a 20 billion dollar company  
>  
> To all,  
> This weekend we did everything that BellSouth has asked us to do as far as  
> escalating a ticket within their organization and this is what it got us.  
> It  
> took over 20 hours to get a dispatch out on a T-1 circuit to a Cell Tower  
> for LA Unwired. If you look at the logs below on the attachments I red  
> lined  
> where BellSouth quoted that they are a 20 billion dollar company and 1  
> customer will not hurt them.  
>  
> Larry E. Miller  
> Regional Operations Director  
> Phone: 256-704-1007  
> Fax: 256-704-9944  
> Pager: 800-705-0117  
> Cell Ph: 205-365-9982  
> Email: [lmille@kmctelecom.com](mailto:lmille@kmctelecom.com)  
>  
> -----Original Message-----  
> From: Tom H. [mailto:tdhx@hotmail.com]  
> Sent: Saturday, April 03, 1999 9:37 PM  
> To: [lmille@kmctelecom.com](mailto:lmille@kmctelecom.com)  
> Subject: BS is a 20 billion dollar company  
>  
>  
> Get Your Private, Free Email at <http://www.hotmail.com>  
> <<45184.doc>> <<45924.doc>>

April 01, 1999 6:33:10 AM cdrc  
Ticket State changed to PENDING

Ticket State changed to PENDING CAI is set to No

Ticket Status is set to In-Progress

April 01, 1999 6:57:32 AM cdrc

The ticket has been assigned to: CUSTOMER CARE Clock Started GLEN CALLED TO REPORT THAT HE CAN LOOP TO THE CSU, BUT HE IS NOT ABLE TO LOOP TO THE NIU. HE IS REQUESTING A DISPATCH OUT TO THE SITE TO REPLKACE THE SMART JACK. BELL SOUTH HAS

PERMISSION TO INTRUSIVE TEST IF NEEDED. HE JUST WANTS A DISPATCH OUT TO THE SITE MAINLY. Clock Stopped, the Last Activity Time (in Minites): 22 Ticket State changed to Assigned to: CUSTOMER CARE

April 01, 1999 7:11:04 AM cumb

Clock Started- CALLING BS TO REPORT- JOSEPHINE- # SS001816 CALLED GLEN TO INFORM Clock Stopped, the Last Activity Time (in Minites): 6

April 01, 1999 7:39:37 AM chps

Clock Started. TOMMI/BS CI AND I TOLD HER THAT BASICALLY CUST WANST A DISPATCH TO CHG OUT SMART JACK. Clock Stopped, the Last Activity Time (in Minites): 0

April 01, 1999 7:57:25 AM cumb

Clock Started- TOMMI CALLED BACK AND SAID THAT SHE NEEDED ACCESS HRS. AND WANTED TO KNOW WHERE HE WANTED TECH DISPATCHED. SPOKE WITH GLEN AND HE SAID THEY NEED TO GO TO KING LOUIE RD/ COMBINATION x2111- THEN TOMMI INFORMED ME THAT SHE WAS ABLE TO LOOP

TO THE KING LOUIE END BUT WAS GETTING COMMUNICATION DATA ERRORS ON THE CROCKET END. VERIFIED WITH GLEN THAT HE WANTS THE END WITH THE ERROR S WORKED (CROCKETT) SINCE THAT MAY BE WHAT IS CAUSING THE NIU AT THE KING LOUIE RD. TO NOT LOOP UP. HE WANTS BS

TO WORK CROCKETT END FIRST AND SEE IF THAT CORRECTS PROBLEM AND IF NOT, THEN WILL NEED TO DISPATCH TO KING LOUIE END. SHE IS GOING TO CONTINUE TO WORK AND WILL CALL US BACK WITH STATUS Clock Stopped, the Last Activity Time (in Minites): 10

April 01, 1999 8:23:05 AM ccrc

Clock Started GLENN US UNWIRED CALLED TO STATE THAT THE SMART JACK IS FINE AND THIS IS PROBABLY AT THE CO-----THE CELL IS COMING UP (DONT DO ANY MORE INTRUSIVE TESTING.)

April 01, 1999 8:23:11 AM ccrc

Clock Stopped, the Last Activity Time (in Minites): 1

April 01, 1999 8:33:13 AM cumb

Clock Started- TALKED TO TOMMI AND SHE HAD JUST DISPATCHED SOMEONE AND WILL CANCEL SINCE GLEN SAID CIRCUIT BACK UP. SPOKE WITH TOMMI AT BS AND SHE TOLD ME THAT THEY WILL HOLD OFF TO TEST AT CO TIL AFTER HRS. CALLED GLEN TO CHECK WHEN HE WANTS THIS

DONE, HE SAYS THE TROUBLE IS AT THE CO PER HIS TECH AND WANTS TO HAVE TESTING DONE AFTER 11 PM. CALLING TOMMY TO RELAY- Clock Stopped, the Last Activity Time (in Minites): 9

April 01, 1999 9:13:18 AM cumb

Clock Started- WADE/ BS TECH CALLED AND WANTED SOME CLARIFICATION ON THIS TROUBLE - HE WAS GETTING READY TO HEAD OUT TO SITE, AND I RELAYED INFO TO HIM THAT HE DOES NOT NEED TO GO OUT, BUT TO HAVE CO TEST AFTER 11 PM. HE WILL CLOSE HIS DISPATCH TICKET

AND THE OTHER TICKET FOR TESTING SHOULD STILL BE IN POOL/ Clock Stopped, the Last Activity Time (in Minutes): 4

April 01, 1999 11:37:51 AM cumb

Clock Started- RECEIVED PHONE CALL FROM WADE, SHOWS THAT THEY ARE GETTING SOME ERRORS ON CIRCUIT AND WANTED TO MAKE SURE CUST. DIDNT WANT TO HAVE CIR. TESTED. I TOLD HIM NOT TO DO ANY TESTING ON CIR. TIL 11 PM AFTER HRS. Clock Stopped, the Last

Activity Time (in Minutes): 2

April 01, 1999 10:20:03 PM cmas

Clock Started GILBERT/BS CALLED WITH WADE/BS ON THE LINE. WADE WAS UNSURE AS TO WHETHER OR NOT A DISPATCH WAS REQUIRED AT THIS TIME OR WHO WAS SUPPOSED TO DO THE TESTING; HE WAS TOLD THAT THIS WAS DM'ED UNTIL THE AM. GILBERT WENT AHEAD AND DID

TESTING AND AT FIRST HE COULDN'T LATCH TO THE CSU --- THEN THERE WAS A FAILED QUASI -- AND WE ALL AGREED A DISPATCH WAS NECESSARY AT 8:00 AM CENTRAL TOMORROW MORNING. GILBERT/BS CALLED BACK SHORTLY THEREAFTER TO SAY THAT HE \*COULD\* LATCH TO THE CSU AND

IT TESTED OK AND THE QUASI FAILURE WAS A "FLUKE." (NOT SURE WHAT'S UP WITH THAT!) HE'S GOING TO TRY TO PAGE THE TECH AND CANCEL THE DISPATCH. AWAITING HIS CALLBACK.

IF NO CALLBACK, JUST HAVE THE CCC CALL CUSTOMER IN THE AM AND REPORT NO ERRORS AFTER TESTING AND SEE IF WE CAN CLOSE THIS. Clock Stopped, the Last Activity Time (in Minutes): 3

April 01, 1999 10:26:20 PM cmas

Clock Started GILBERT/BS CALLED IN WITH WADE/BS ON THE LINE AGAIN. WE AGREED TO CANCEL DISPATCH SINCE ALL TESTING GILBERT DID WAS GOOD. THE CCC WILL CALL CUST IN MORNING TO VERIFY NO PROBLEM AND CLOSE OUT TICKET. GILBERT/BS DM'ING HIS TICKET UNTIL

8:00 AM CENTRAL. Clock Stopped, the Last Activity Time (in Minutes): 1

April 02, 1999 6:21:42 AM cumb

Clock Started- - PER BENNY AT BS. THEY WERE ABLE TO LOOP LAST NIGHT, THEY DM TICKET TIL THIS MORNING AND THEN THEY WANTED TO KNOW IF GLEN STILL WANTED THEM DISPATCHED OUT TO SITE, AND TEST WHICH WILL TAKE CIRCUIT DOWN. THEY ARE HOLDING OFF ON THE

DISPATCH SINCE WADE WOULD TEST LINE AND TAKE DOWN CIR. TRIED TO CALL GLEN AND LINE RANG NO ANS. WILL TRY TO KEEP GETITNG AHOLD OF HIM. Clock Stopped, the Last Activity Time (in Minutes): 4

April 02, 1999 8:48:52 AM cumb

Clock Started- I HAVE BEEN TRYING TO CONTACT GLEN SINCE 6:30 AM MDT. THERE IS RINGING NO ANSWER ON THE LINE. NOT SURE IF THEY ARE IN OFFICE TODAY- GOOD FRIDAY, UNABLE TO GET AHOLD OF CUSTOMER TO SEE IF HE WANTS ANYONE DISPATCHED OR IF HE IS EVEN STILL

EXPERIENCING TROUBLE. WILL HAVE TO WAIT TIL HE CALLS IN TO ARRANGE DISPATCH IF NEEDED. ASKED BS TO DM TICKET TIL MONDAY SINCE UNABLE TO SPEAK WITH CUSTOMER REGARDING THIS. AWAITING CUSTOMER RESPONSE. Clock Stopped, the Last Activity Time (in Minites): 2

April 03, 1999 12:52:45 PM cumb

Clock Started- GLEN CALLED IN TROUBLE AND HE SAYING THEY ARE GETTING FRAMING ERRORS AND CRC ERRORS- HE WANTS THIS TO BE TESTED, WANTS CIR. TO BE TESTED FIRST AND THEN SEE IF PROBLEM CAN BE ISOLATED. Clock Stopped, the Last Activity Time (in Minites): 0

April 03, 1999 1:12:02 PM cumb

Clock Started- GLEN CALLED IN AND REPORTED THAT THEY ARE STILL CONTINUING TO GET ERROR ON THIS CIRCUIT AND WOULD LIKE BS TO TEST THIS, CALLED BS AND SPOKE WITH RICKY- AND HE IS GOING TO TEST CIRCUIT AND UPDATE TOM NRC WITH RESULTS. Clock Stopped, the Last Activity Time (in Minites): 2

April 03, 1999 1:17:59 PM ctah

Clock Started  
GLENN CUST CALLED HE IS GETTING FRAMING ERRORS STILL. WANTS ESCALATION AND HOURLY UPDATES AT HALF PAST THE HOUR.

April 03, 1999 2:04:22 PM ctah

2:38 PM CALLED BS TT RICKY TICKET HAS NOT BEEN ESCALATED. HE HAS SYS PROBS CANNOT TEST YET.  
3:00 PM RICKY BS CAN LOOP SMART JACK. HE WILL CALL BACK WITHIN 25 MINUTES

April 03, 1999 2:04:31 PM ctah

Clock Stopped, the Last Activity Time (in Minites): 48

April 03, 1999 2:37:37 PM ctah

CALLED BS TT RICKY. TICKET HAS BEEN ESCALATED. BS IS CALLING OUT FOR TECH TO DISPATCH.  
CALLED GLENN CUST GAVE UPDATE.

April 03, 1999 2:47:32 PM ctah

The ticket has been assigned to: ctah

April 03, 1999 3:29:28 PM ctah

4:30 PM CALLED BS TT RICKY ESCALATED TO LEVEL TWO. HE SAID TICKET HAS BEEN LOADED YET  
CALLED GLENN CUST GAVE UPDATE  
PAGED KMC SHRV DUTY PAGER

April 03, 1999 5:09:48 PM ctah

5:45 PM CALLED BS TT RICKY. TICKET STILL NOT LOADED TO TECH. ESC MGR HAS NOT CALLED HIM BACK. HE WILL PAGE DANNY LANGFORD (BS OPS DIR)  
I PAGED DANNY LANGFORD MYSELF AT 800 946-4646 PIN 1403974  
CALLED GLENN CUST GAVE STATUS.

April 03, 1999 5:09:54 PM ctah

Clock Started

April 03, 1999 6:04:47 PM ctah

6:45 PM CALLED BS TT SASH. STILL NO RESPONSE FROM ESCALATION MGRS. STILL NO TECHS LOADED ONTO TICKET. WILL NOT ESCALATE FURTHER UNTIL HE HEARS FROM 2ND LEVEL MGR.

CALLED GLENN CUST. HE IS GETTING UPSET WANTS BS MGR NAME AND NUMBER, SASH BS SAID HE WON'T GIVE A MGR'S NUMBER OUT.

PAGED SHRV TECH KMC.

April 03, 1999 7:20:36 PM ctah

April 03, 1999 7:00:48 PM ctah

QUOTE: "BELL SOUTH IS A 20 BILLION DOLLAR COMPANY, ONE CUSTOMER'S NOT GOING TO HURT THEM AT ALL." - BS CSR TECH IN RESALE/MAINTENANCE CENTER.

7:45 PM I HAVE PAGE ALL NUMBERS ON THE ESCALATION LIST AND ALL NUMBERS ON THE VM'S OF THE ESCALATION LIST PAGERS REPEATEDLY. STILL NO RESPONSE.

PAGED JEFF KMC SHRV TECH, CONF PAULA CITY DIR, THEN CONF ALLEN LOCKHART TECH

PAGED LARRY MILLER KMC VP, CONF WITH JEFF KMC TECH AND SASH BS CSR TECH  
SASH BS SAID HE WILL CONTINUE TRYING TO CONTACT A MGR AND CALL ME BACK 'SHORTLY'

7:59 PM SASH BS CALLED SAID HE STILL HASN'T HEARD FROM ANYONE. WILL CALL ME BACK.

April 03, 1999 7:17:02 PM ctah

8:14 PM SASH BS CALLED SAID HE WAS STILL TRYING TO CONTACT A MGR.

March 29, 1999 1:42:39 PM ccmm  
Clock Started Ticket State changed to PENDING

Ticket Status is set to In-Progress

March 29, 1999 1:48:43 PM ccmm  
The ticket has been assigned to: CUSTOM TIM CI...CKT IS DEAD....TIM GAVE PERMISSION FOR ANY KIND OF TESTING...HE ALSO GAVE THE COMBINATION FOR THE LOCK ON THE GATE AT THE SITE..2111...IN CASE A TECH NEEDS TO BE DISPATCHED.... Ticket State changed to Assigned to: CUSTOMER CARE

March 29, 1999 1:48:51 PM ccmm  
Clock Stopped, the Last Activity Time (in Minutes): 7

March 29, 1999 2:03:38 PM chps  
Clock Started. PAM/BS AND IT LOOKS GOOD TOWARDS THE Z END BUT NOT GOOD AT A END. COULD NOT LATCH IT UP SO THEY ARE GOING TO DISPATCH AND CB W/ ETA. Clock Stopped, the Last Activity Time (in Minutes): 1

March 29, 1999 2:10:14 PM chps  
Clock Started. PAM/BS CB AND SHE IS DISPATCHING TO THE CO FIRST AND THEN WILL GO FROM THERE. Clock Stopped, the Last Activity Time (in Minutes): 0

March 29, 1999 2:37:53 PM ccmm  
Clock Started....GLENN/US UNWIRED CI.....REQ ESCALATION FOR TKT....CALLED BS TT SASH...TKT HAS BEEN ESCALATED TO SUPERVISOR/PAM...SHE IS WORKING THIS ISSUE NOW.....

March 29, 1999 2:37:59 PM ccmm  
Clock Stopped, the Last Activity Time (in Minutes): 4

March 29, 1999 6:36:24 PM ccmm  
Clock StartedSASH CI HE SAID THAT THEY ARE STILL GETTING ERRORS FROM THE A-END....BUT, IT'S SHOWING GOOD TO THE CO.....TOMORROW AM THEY WILL DISPATCH A DIGITAL TECH TO THE A-END & ABDUL (SUPERVISOR) WILL BE AT THE CO HELPING THE TECH TEST.....THEY ARE TRYING TO PERMANENTLY FIX THIS ISSUE.....I 'VE TRIED NUMEROUS TIMES TO CALL TIM/CUST AT THE CB #....ALWAYS RNA.....

March 29, 1999 6:36:29 PM ccmm  
Clock Stopped, the Last Activity Time (in Minutes): 42

March 30, 1999 4:43:31 AM cmkr  
Clock Started GILBERT/BS CALLED TO REPORT A FIRST LEVEL ESCALATION ON IT. NO ETA AS OF YET. INFORMED HIM OF THE KMC TICKET #. Clock Stopped, the Last Activity Time (in Minutes): 1

March 30, 1999 5:26:20 AM cdrc  
Clock Started GLEN CALLED TO SEE WHAT WAS GOING ON WIT THIS TICKET. HE SAID THAT IT IS STILL DOWN, HIS BOSS HAS ALREADY CALLED HIM THIS MORNING TO LET HIM KNOW. GLEN WANTS THIS ESCULATED.!!! HE SAID TO PLEASE CALL BELL SOUTH TO SEE WHAT THEY DID TO THIS TICKET AND TO PLEASE CALL HIM ON HIS CELL PHONE 318-573-0002. Clock Stopped, the Last Activity Time (in Minutes): 4



March 30, 1999 6:25:28 AM ctm

Clock Started RCD TICKET FROM DALENE- CALLED BELLSOUTH /TT ABDUL-SUPERVISOR AND HE ADV ME THAT THEY ARE GOING TO WORK ON THIS TODAY TO RESOLVE DTHE PROBLEM - HE PULLED THE HISTORY AND ADV THAT THEY HAVE HAD THIS REPORTED AT LEAST 4-5 TIMES - HE ALSO

ADV THAT THEY HAVE A TECH DISPATCHED TO SITE IN OR ABOUT 8:00 A.M.

CALLED GLENN/AND TIM - U.S. UNWIRED AND ADV THAT THIS HAS BEEN ESCALATED AND THAT BELLSOUTH /ABDUL WAS GIVING THIS HIS DIRECT ATTENTION TODAY TO GET FIXED.

CUST IS NOT PLEASED THAT NOTHING HAS BEEN DONE WITH THIS UP UNTIL THIS A.M. AND WANTED ESCALATED FURTHER - CALLED ABDUL/BELLSOUTH AND ADV I NEEDED TO ESCALATE UP - HE ADV HE WILL CONTACT-DAN LANGFORD/BELLSOUTH (3RD LEVEL ESCALATION)

WILL CALL U.S. UNWIRED AND ADV

CUST HAS EXPRESSED THE FACT THAT BELLSOUTH HAS NOT DONE ANYTHING ON THIS SINCE YESTERDAY - NOT UNTIL THIS A.M

JUST RCD CALL FROM ABDUL/BELLSOUTH WANTING TO KNOW MORE INF ON CIRCUIT - HAVE CONFERENCED BELLSOUTH AND GLENN/U.S. UNWIRED AT THIS TIME DISCUSSING HOW THIS CIRCUIT RUNS AND IF CUST WILL BE ABLE TO DO TESTING WITH THEM - CUST ADV YES HE CAN

ABDUL HAS ADV HE WILL KEEP ME ADV SO I CAN ADV MY CUST - NOTHING FURTHER AT THIS TIME Clock Stopped, the Last Activity Time (in Minutes): 52

March 30, 1999 6:59:02 AM ctm

Clock Started RCD CALL FROM GLENN/U.S. UNWIRED AND HE ADV HE WANTED TO ESCALATE FURTHER -THEN ADV THAT HE WANTED UPDATE FROM ABDUL/BELLSOUTH ON CONF CALL WITH BOTH AT THIS TIME - ABDUL IS ADV WHAT THEY ARE DOING AT THIS TIME

ABDUL ADV THAT THIS IS A CHRONIC CIRCUIT AND THIS WILL TAKE TIME TO GIVE THIS A PERMANENT

REPAIR - OR THEY CAN GET IT BACK UP AND CUST WILL BE CALLING LATER WITH PROBLEMS BECAUSE IT WILL NOT BE REPAIRED

ABDUL/BELLSOUTH ADV CUST THAT THEY ARE WORKING TOWARD GETTING THIS RESOLVED BY 12:00 NOON TODAY - OR MAY BE LONGER IF THEY FIND EXTENSIVE PROBLEMS Clock Stopped, the Last Activity Time (in Minutes): 10

March 30, 1999 8:12:07 AM ctm

Clock Started CALLED BELLSOUTH/ABDUL AND HE ADV THAT HE WILL CALL ME BACK WITH UPDATE IN APX 15 MIN Clock Stopped, the Last Activity Time (in Minutes): 0

March 30, 1999 8:44:52 AM ctm

Clock Started RCD CALL FROM BENNIE/ABDUL @ BELLSOUTH AT THIS TIME - CALLING GLENN/US.UNWIRED AT THIS TIME TO DO CONF CALL - NOW WE HAVE ADDED THE C.O.TECH ON THE LINE AT THIS TIME - THEY HAVE FIXED THE PROBLEM AT THIS TIME AND CIRCUIT IS RUNNING CLEAN AT THIS TIME - BELLSOUTH WILL LEAVE THEIR TICKET OPEN FOR 30 DAYS WHEN THEY HAVE A

CHRONIC CIRCUIT PROBLEM LIKE THIS - ABDUL WILL ADV FURTHER - NO FURTHER AT THIS TIME Clock Stopped, the Last Activity Time (in Minutes): 22

March 30, 1999 11:22:09 AM ctm

Clock Started RCD URGENT CALL FROM GLENN/U.S. UNWIRED ADV ME THAT BELLSOUTH HAS TAKEN HIS CIRCUIT DOWN AT THIS TIME - CALLING BELLSOUTH/TIM AND HE ADV

ME THAT NO-ONE THERE IS IN THE CIRCUIT AND THEY HAVEN'T BEEN SINCE WE HAD THE CONVERSATION THIS

AFTERNOON

WANTS ABDUL TO SET UP MONITOR ON THIS AT THIS TIME - SINCE HE WAS EXP CRC ERRORS AND

THIS CIRCUIT IS NOT WORKING AT THIS TIME - INITIALLY COULD NOT NOT LOOP UP THE NIU AND IS TAKING CRC ERRORS - GLENN WANTS TO TT ABDUL AT THIS TIME - HE IS @ LUNCH - TT BENNIE/BELLSOUTH AT THIS TIME AND HAVE CONF CALL GOING AT THIS TIME W/BENNIE AND

GLENN/U.S. UNWIRED-

BENNIE IS ASKING IF HE CAN TAKE CIRCUIT DOWN AT THIS TIME - RIGHT NOW THEY ARE GOING TO WAIT UNTIL ABDUL RETURNS AND THEN THIS WILL BE ADDRESSED ONCE AGAIN

NOTHING FURTHER AT THIS TIME - WILL WAIT FOR C/B FROM ABDUL AND ADV Clock Stopped, the Last Activity Time (in Minutes): 24

March 30, 1999 12:32:48 PM ctnm

Clock Started DOING CONF CALL WITH ABDUL/BELLSOUTH AND BENNIE/BELLSOUTH AND GLENN/U.S. UNWIRED AT THIS TIME

CUST IS ADV THAT CIRCUIT IS DOWN HARD AT THIS TIME - CONF CALL STILL GOING AT THIS TIME

TECH IS GOING OUT TO WESTPORT AVE. ADDRESS AT THIS TIME - BELLSOUTH WILL ADV E.T. Clock Stopped, the Last Activity Time (in Minutes): 23

March 30, 1999 1:54:18 PM ctmm

Clock Started TICKET FOLLOW UP - CALLED ABDUL/BELLSOUTH AND HE ADV THAT THEY HAVE ASSIGNED THE TICKET BUT DO NOT HAVE A E.T. AT THIS TIME - ABDUL ADV HE WILL CALL ME BACK

Clock Stopped, the Last Activity Time (in Minutes): 1

March 30, 1999 2:41:58 PM ctmm

Clock Started TT ABDUL/BELLSOUTH AND GLENN/U.S. UNWIRED (CONF CALL) TALKING ABOUT TECH CHNGNG OUT THE HDU - TECH IS GETTING NEW REPLACEMENT -THEN WANTS TO TEST DIRECTLY WITH U.S. UNWIRED

CUST WANTS BELLSOUTH TO REPLACE THE CARD AND LOOP UP CSU AND LOOP DOWN - AND IT SHOULD RESTORE ITSELF - ADV THAT HE WANTS THE TECH TO CALL GLENN/U.S. UNWIRED ON HIS CELLULAR @

318-573-0002 AND ADV IF HE NEEDS GLENN'S ASSISTANCE WITH THIS - NO FURTHER AT THIS TIME Clock Stopped, the Last Activity Time (in Minutes): 9

March 30, 1999 4:05:34 PM ctmm

Clock Started RCD CALL FROM ABDUL/BELLSOUTH AND HE ADV THAT THEY CHANGED OUT THE CARD AND THE LIGHT IS STILL ON - ON THE HDL - 1 SPAN IS BAD AND HE ADV THAT THEY ARE GOING TO CHANGE OUT BOTH SPANS - AND THAT HE IS GOING TO HAVE 2 TECH WORKING ON THIS

UNTIL IT IS FIXED TONIGHT - HE WILL ADV AND HAS OUR TICKET #

CALLED GLENN/U.S. UNWIRED AND ADV - HE WANTS STATUS FROM US OR BELLSOUTH UP UNTIL 8:00 P.M. HIS TIME (1 HR. AHEAD) AND WANTS CALL ON 318-573-0002 WHEN THIS IS FIXED Clock Stopped, the Last Activity Time (in Minutes): 7

March 30, 1999 5:46:26 PM ccmm

Clock Started CALLED CLAUDE/BS FOR AN UPDATE .....DAVID IS ALMOST FINISHED WITH THE TESTING .....HE WILL CALL ME W/RESULTS

March 30, 1999 5:46:32 PM ccmm

Clock Stopped, the Last Activity Time (in Minutes): 18

March 30, 1999 6:00:56 PM ccmm

Clock Started DAVE/BS.....CALLED HE IS WAITING TO HEAR FROM THE TECHS.....& HE WILL PAGE THEM AGAIN.....& CALL GLENN DIRECTLY, WITH AN UPDATE.....

March 30, 1999 6:01:06 PM ccmm

Clock Stopped, the Last Activity Time (in Minutes): 2

March 30, 1999 6:02:23 PM ccmm

Clock Started

March 30, 1999 6:02:28 PM ccmm

Clock Stopped, the Last Activity Time (in Minutes): 0

March 30, 1999 7:29:24 PM ccmm

Clock Started...GLENN CI WANTS TKT ESCALATED TO DANNY LANGFORD.....CALLED BS..TT CLAUDE...HE IS ESCALATING THIS TO DANNY.....

March 30, 1999 7:29:29 PM ccmm

Clock Stopped, the Last Activity Time (in Minutes): 3

March 30, 1999 7:30:45 PM ccmm

Clock Started PAGED LARRY MILLER TO ADVISE

March 30, 1999 7:30:49 PM ccmm

Clock Stopped, the Last Activity Time (in Minutes): 0

March 30, 1999 7:55:25 PM ccmm

Clock Started GLENN CALLED REQ A CONFERENCE CALL W/ BS TECH, & DAVE/BS.....I CALLED DAVE TO INFORM.....HE IS CALLING TECH, THEN WILL CALL ME, THEN WE'LL CALL GLENN TO CONFERENCE.....

March 30, 1999 7:55:30 PM ccmm

Clock Stopped, the Last Activity Time (in Minutes): 1

March 30, 1999 8:03:13 PM ccmm

Clock Started TALKED TO LARRY MILLER RE SITUATION .....HE IS AWARE OF IT NOW.....

March 30, 1999 8:03:19 PM ccmm

Clock Stopped, the Last Activity Time (in Minutes): 7

March 30, 1999 8:18:13 PM ccmm

Clock Started DAVE/BS/, STEVE/BS, GLENN, & I CONFERENCED.....STEVE IS TECH AT THE SITE...HE THINKS THAT CONSTRUCTION GOING ON IN THE AREA IS AFFECTING THE CABLE FOR THIS CKT.....CHANNELS 13-24 ARE HAVING TROUBLE .....AN ADDITIONAL TECH HAS BEEN

CALLED TO THE SITE TO HELP STEVE, PROGRESS ON THIS SITUATION IS SLOW GOING BECAUSE OF DARKNESS, MUD & WATER AT THE SITE.....STEVE WILL KEEP DAVE UPDATED...DAVE WILL KEEP THE NRC UPDATED & THE NRC WILL CALL GLENN OR VICE VERSA

March 30, 1999 8:18:18 PM ccmm

Clock Stopped, the Last Activity Time (in Minutes): 14

March 30, 1999 11:02:30 PM cmas

Clock Started FIELD TECH CLOSED THIS TICKET OUT, JUST WAITING FOR CLEARANCE FROM GILBERT/BS, WHICH SHOULD HAPPEN AROUND 3 AM. Clock Stopped, the Last Activity Time (in Minutes): 0

March 31, 1999 12:24:12 AM cmas

Clock Started GILBERT/BS CALLED IN, SAYING HE'S HAVING PROBLEMS LATCHING THE CSU TO THE Z END (LATCHED OK TO A END). CALLED GLENN/CUST & CONFERENCED HIM IN. GILBERT TESTED SOMETHING INCORRECTLY WHICH IS WHY HE MAY HAVE HAD A PROBLEM. GILBERT PUT US

ON HOLD; CUST MAY DROP OFF. GILBERT BACK ON, GLENN/CUST ASKED GILBERT IF THIS IS BASICALLY FIXED, GILBERT SAID YES. GILBERT'S JUST VERIFYING IT ON HIS END. GLENN GAVE GILBERT SPECIFIC INSTRUCTIONS ON HOW TO TEST THIS AND GILBERT TOOK NOTE. GLENN

ASKED THAT I CALL AND LEAVE MESSAGE ABOUT RESULTS. A WAITING CALLBACK FROM GILBERT/BS.

ALSO CALL LARRY MILLER IN THE AM TO GIVE HIM UPDATE. Clock Stopped, the Last Activity Time (in Minutes): 15

March 31, 1999 3:01:36 AM cmas

Clock Started GILBERT B/S CALLED IN TO REPORT THAT HE RAN CLEAN TO THE HRU & CSU. NOTIFYING CUST. LEAVING TICKET OPEN FOR 24 HRS; CLOSE IF NO FURTHER CALLBACKS FROM CUSTOMER. Clock Stopped, the Last Activity Time (in Minutes): 0

March 31, 1999 5:24:51 AM cmas

Clock Started PAGED LARRY MILLER & KMC DUTY TECH TO UPDATE. BOTH CALLED BACK. UPDATED BOTH OF THEM. Clock Stopped, the Last Activity Time (in Minutes): 0

March 31, 1999 5:28:03 AM ctm

Clock Started TT ABDUL/BELLSOUTH AND HE CALLED TO ADV THAT THIS IS REPAIRED NOW- AND THAT

HE HAS OPENED A TRACKING TICKET FOR THIS CSUT - TICKET # IS SS001801 - THAT WILL REMAIN OPEN FOR THE NEXT 30 DAYS FOR THIS CIRCUIT - SINCE THIS HAS BEEN A CHRONIC PROBLEM

WILL CALL GLENN/ U.S. UNWIRED THIS A.M. AND ADV Clock Stopped, the Last Activity Time (in Minutes): 8

March 31, 1999 6:07:53 AM ctm

Clock Started RCD CALL FROM GLENN AND HE ADV HE WANTS ABDUL ON THE PHONE NOW - CALLING BELLSOUTH/ABDUL AT THIS TIME TO DO CONF CALL - PER GLENN CIRCUIT APPEARS TO BE UP AND RUNNING FINE AT THIS TIME Clock Stopped, the Last Activity Time (in Minutes): 8

March 31, 1999 7:54:02 AM ctm

Clock Started GLENN CALLED AND IS GETTING ERRORS ON CIRCUIT - CALLED ABDUL/BELLSOUTH AND DID CONF CALL - HE IS GOING TO GET OUTSIDE TECH OUT THERE AND THEY ARE GOING TO DO SOME MORE REPLACEMENT OF EQUIP - ABDUL WILL BE CALLING GLENN OR MYSELF AND ADV OF E.T.

NO FURTHER AT THIS TIME Clock Stopped, the Last Activity Time (in Minutes): 3

March 31, 1999 8:19:59 AM ctmm

Clock Started RCD CALL FROM TIM/GLENN - U.S. UNWIRED AND ADV CIRCUIT IS DOWN AT THIS TIME - CALLING BELLSOUTH- ABDUL AND HE ADV THAT HE WILL CALL ME RIGHT BACK - HE IS WORKING ON THIS AT THIS TIME - WILL GIVE HIM 15 MIN AND THEN CALL HIM AGAIN Clock

Stopped, the Last Activity Time (in Minutes): 4

March 31, 1999 8:37:16 AM ctmm

Clock Started RCD CALL FROM ABDUL/BELLSOUTH AND HE IS ADV ME THAT HE TALKED TO THE OPS SUPERVISOR AND A NEW FIBER MUX WAS INSTALLED FROM THE D-MARK RECENTLY - ABDUL HAS ADV THAT HE HAS A CALL INTO ENGINEERING TO RE-DESIGN THIS CIRCUIT - ENGINEERING

WILL HAVE TO GET RE-DESIGNED BEFORE THE CUT OVER CAN TAKE PLACE -

WILL ADV GLENN/U.S. UNWIRED Clock Stopped, the Last Activity Time (in Minutes): 3

March 31, 1999 8:48:29 AM ctmm

Clock Started HAVE CALLED AND ADV GLENN AT THIS TIME Clock Stopped, the Last Activity Time (in Minutes): 2

March 31, 1999 9:08:27 AM cumb

03/29/99 14:42:39 ccmm

Clock Started Ticket State changed to PENDING

Ticket Status is set to In-Progress

03/29/99 14:48:43 ccmm

The ticket has been assigned to: CUSTOM TIM CI...CKT IS DEAD....TIM GAVE PERMISSION FOR ANY KIND OF TESTING...HE ALSO GAVE THE COMBINATION FOR THE LOCK ON THE GATE AT THE SITE..2111...IN CASE A TECH NEEDS TO BE DISPATCHED.... Ticket State changed to Assigned to: CUSTOMER CARE

03/29/99 14:48:51 ccmm

Clock Stopped, the Last Activity Time (in Minutes): 7

03/29/99 15:03:38 chps

Clock Started. PAM/BS AND IT LOOKS GOOD TOWARDS THE Z END BUT NOT GOOD AT A END. COULD NOT LATCH IT UP SO THEY ARE GOING TO DISPATCH AND CB W/ ETA.

Clock Stopped, the Last Activity Time (in Minutes): 1

03/29/99 15:10:14 chps

Clock Started. PAM/BS CB AND SHE IS DISPATCHING TO THE CO FIRST AND THEN WILL GO FROM THERE. Clock Stopped, the Last Activity Time (in Minutes):

0

03/29/99 15:37:53 ccmm

Clock Started....GLENN/US UNWIRED CI.....REQ ESCALATION FOR TKT....CALLED BS TT SASH...TKT HAS BEEN ESCALATED TO SUPERVISOR/PAM...SHE IS WORKING THIS ISSUE NOW.....

03/29/99 15:37:59 ccmm

Clock Stopped, the Last Activity Time (in Minutes): 4

03/29/99 19:36:24 ccmm

Clock StartedSASH CI HE SAID THAT THEY ARE STILL GETTING ERRORS FROM THE A-END....BUT, IT'S SHOWING GOOD TO THE CO.....TOMORROW AM THEY WILL DISPATCH A DIGITAL TECH TO THE A-END & ABDUL (SUPERVISOR) WILL BE AT THE CO HELPING THE TECH TEST.....THEY ARE TRYING TO PERMANENTLY FIX THIS ISSUE.....I 'VE TRIED NUMEROUS TIMES TO CALL TIM/CUST AT THE CB #....ALWAYS RNA.....

03/29/99 19:36:29 ccmm

Clock Stopped, the Last Activity Time (in Minutes): 42

03/30/99 05:43:31 cmkr

Clock Started GILBERT/BS CALLED TO REPORT A FIRST LEVEL ESCALATION ON IT.  
NO ETA AS OF YET. INFORMED HIM OF THE KMC TICKET #. Clock Stopped, the

Last Activity Time (in Minutes): 1

03/30/99 06:26:20 cdrc

Clock Started GLEN CALLED TO SEE WHAT WAS GOING ON WITH THIS TICKET. HE  
SAID THAT IT IS STILL DOWN, HIS BOSS HAS ALREADY CALLED HIM THIS MORNING  
TO LET HIM KNOW. GLEN WANTS THIS ESCALATED!!! HE SAID TO PLEASE  
CALL BELL SOUTH TO SEE WHAT THEY DID TO THIS TICKET AND TO PLEASE CALL HIM  
ON HIS CELL PHONE 318-573-0002. Clock Stopped, the Last Activity Time  
(in Minutes): 4

03/30/99 07:25:28 ctmm

Clock Started RCD TICKET FROM DALENE- CALLED BELL SOUTH /TT  
ABDUL-SUPERVISOR AND HE ADV ME THAT THEY ARE GOING TO WORK ON THIS  
TODAY

TO RESOLVE THE PROBLEM - HE PULLED THE HISTORY AND ADV THAT THEY HAVE  
HAD

THIS REPORTED AT LEAST 4-5 TIMES - HE ALSO ADV THAT THEY HAVE A TECH  
DISPATCHED TO SITE IN OR ABOUT 8:00 A.M.

CALLED GLENN/AND TIM - U.S. UNWIRED AND ADV THAT THIS HAS BEEN ESCALATED  
AND THAT BELL SOUTH /ABDUL WAS GIVING THIS HIS DIRECT ATTENTION TODAY TO  
GET FIXED.

CUST IS NOT PLEASED THAT NOTHING HAS BEEN DONE WITH THIS UP UNTIL THIS  
A.M. AND WANTED ESCALATED FURTHER - CALLED ABDUL/BELL SOUTH AND ADV I  
NEEDED TO ESCALATE UP - HE ADV HE WILL CONTACT-DAN LANGFORD/BELL SOUTH

(3RD

LEVEL ESCALATION)

WILL CALL U.S. UNWIRED AND ADV

CUST HAS EXPRESSED THE FACT THAT BELL SOUTH HAS NOT DONE ANYTHING ON THIS  
SINCE YESTERDAY - NOT UNTIL THIS A.M

JUST RCD CALL FROM ABDUL/BELL SOUTH WANTING TO KNOW MORE INFO ON CIRCUIT -  
HAVE CONFERENCED BELL SOUTH AND GLENN/U.S. UNWIRED AT THIS TIME

DISCUSSING

HOW THIS CIRCUIT RUNS AND IF CUST WILL BE ABLE TO DO TESTING WITH THEM -  
CUST ADV YES HE CAN

ABDUL HAS ADV HE WILL KEEP ME ADV SO I CAN ADV MY CUST - NOTHING FURTHER  
AT THIS TIME Clock Stopped, the Last Activity Time (in Minutes): 52

03/30/99 07:59:02 ctmm

Clock Started RCD CALL FROM GLENN/U.S. UNWIRED AND HE ADV HE WANTED TO  
ESCALATE FURTHER -THEN ADV THAT HE WANTED UPDATE FROM ABDUL/BELL SOUTH  
ON CONF CALL WITH BOTH AT THIS TIME - ABDUL IS ADV WHAT THEY ARE DOING AT  
THIS TIME

ABDUL ADV THAT THIS IS A CHRONIC CIRCUIT AND THIS WILL TAKE TIME TO GIVE  
THIS A PERMANENT

REPAIR - OR THEY CAN GET IT BACK UP AND CUST WILL BE CALLING LATER WITH  
PROBLEMS BECAUSE IT WILL NOT BE REPAIRED

ABDUL/BELL SOUTH ADV CUST THAT THEY ARE WORKING TOWARD GETTING THIS  
RESOLVED BY 12:00 NOON TODAY - OR MAY BE LONGER IF THEY FIND EXTENSIVE  
PROBLEMS Clock Stopped, the Last Activity Time (in Minutes): 10

03/30/99 09:12:07 ctmm

Clock Started CALLED BELL SOUTH/ABDUL AND HE ADV THAT HE WILL CALL ME BACK

WITH UPDATE IN APX 15 MIN Clock Stopped, the Last Activity Time (in Minutes): 0

03/30/99 09:44:52 ctmm

Clock Started RCD CALL FROM BENNIE/ABDUL @ BELLSOUTH AT THIS TIME - CALLING GLENN/U.S.UNWIRED AT THIS TIME TO DO CONF CALL - NOW WE HAVE

ADDED

THE C.O.TECH ON THE LINE AT THIS TIME - THEY HAVE FIXED THE PROBLEM AT THIS TIME

AND CIRCUIT IS RUNNING CLEAN AT THIS TIME - BELLSOUTH WILL LEAVE THEIR TICKET OPEN FOR 30 DAYS WHEN THEY HAVE A

CHRONIC CIRCUIT PROBLEM LIKE THIS - ABDUL WILL ADV FURTHER - NO FURTHER AT THIS TIME Clock Stopped, the Last Activity Time (in Minutes): 22

03/30/99 12:22:09 ctmm

Clock Started RCD URGENT CALL FROM GLENN/U.S. UNWIRED ADV ME THAT BELLSOUTH HAS TAKEN HIS CIRCUIT DOWN AT THIS TIME - CALLING BELLSOUTH/TIM AND HE ADV ME THAT NO-ONE THERE IS IN THE CIRCUIT AND THEY HAVEN'T BEEN : SINCE WE HAD THE CONVERSATION THIS AFTERNOON WANTS ABDUL TO SET UP MONITOR ON THIS AT THIS TIME - SINCE HE WAS EXP CRC ERRORS AND

THIS CIRCUIT IS NOT WORKING AT THIS TIME - INITIALLY COULD NOT NOT LOOP UP THE NIU AND IS TAKING CRC ERRORS - GLENN WANTS TO TT ABDUL AT THIS TIME - HE IS @ LUNCH - TT BENNIE/BELLSOUTH AT THIS TIME AND HAVE CONF CALL GOING AT THIS TIME W/BENNIE AND GLENN/U.S. UNWIRED- BENNIE IS ASKING IF HE CAN TAKE CIRCUIT DOWN AT THIS TIME - RIGHT NOW THEY ARE GOING TO WAIT UNTIL ABDUL RETURNS AND THEN THIS WILL BE ADDRESSED

ONCE

AGAIN

NOTHING FURTHER AT THIS TIME - WILL WAIT FOR C/B FROM ABDUL AND ADV

Clock Stopped, the Last Activity Time (in Minutes): 24

03/30/99 13:32:48 ctmm

Clock Started DOING CONF CALL WITH ABDUL/BELLSOUTH AND BENNIE/BELLSOUTH AND GLENN/U.S. UNWIRED AT THIS TIME

CUST IS ADV THAT CIRCUIT IS DOWN HARD AT THIS TIME - CONF CALL STILL GOING AT THIS TIME

TECH IS GOING OUT TO WESTPORT AVE. ADDRESS AT THIS TIME - BELLSOUTH WILL ADV E.T. Clock Stopped, the Last Activity Time (in Minutes): 23

03/30/99 14:54:18 ctmm

Clock Started TICKET FOLLOW UP - CALLED ABDUL/BELLSOUTH AND HE ADV THAT THEY HAVE ASSIGNED THE TICKET BUT DO NOT HAVE A E.T. AT THIS TIME - ABDUL ADV HE WILL CALL ME BACK

Clock Stopped, the Last Activity Time (in Minutes): 1

03/30/99 15:41:58 ctmm

Clock Started TT ABDUL/BELLSOUTH AND GLENN/U.S.UNWIRED (CONF CALL) TALKING ABOUT TECH CHNGNG OUT THE HDU - TECH IS GETTING NEW REPLACEMENT -THEN WANTS TO TEST DIRECTLY WITH U.S. UNWIRED CUST WANTS BELLSOUTH TO REPLACE THE CARD AND LOOP UP CSU AND LOOP DOWN

AND IT SHOULD RESTORE ITSELF - ADV THAT HE WANTS THE TECH TO CALL GLENN/U.S. UNWIRED ON HIS CELLULAR @

318-573-0002 AND ADV IF HE NEEDS GLENN'S ASSISTANCE WITH THIS - NO FURTHER AT THIS TIME Clock Stopped, the Last Activity Time (in Minutes): 9

03/30/99 17:05:34 ctmm

Clock Started RCD CALL FROM ABDUL/BELLSOUTH AND HE ADV THAT THEY CHANGED OUT THE CARD AND THE LIGHT IS STILL ON - ON THE HDSL - 1 SPAN IS BAD AND

HE ADV THAT THEY ARE GOING TO CHANGE OUT BOTH SPANS - AND THAT HE IS  
GOING  
TO HAVE 2 TECH WORKING ON THIS UNTIL IT IS FIXED TONIGHT - HE WILL ADV AND  
HAS OUR TICKET #  
CALLED GLENN/U.S.UNWIRED AND ADV - HE WANTS STATUS FROM US OR BELLSOUTH  
UP

UNTIL 8:00 P.M. HIS TIME (1 HR. AHEAD) AND WANTS CALL ON 318-573-0002 WHEN  
THIS IS FIXED Clock Stopped, the Last Activity Time (in Minutes): 7

03/30/99 18:46:26 ccmm

Clock StartedCALLED CLAUDE/BS FOR AN UPDATE .....DAVID IS ALMOST  
FINISHED WITH THE TESTING .....HE WILL CALL ME W/RESULTS

03/30/99 18:46:32 ccmm

Clock Stopped, the Last Activity Time (in Minutes): 18

03/30/99 19:00:56 ccmm

Clock StartedDAVE/BS.....CALLED HE IS WAITING TO HEAR FROM THE  
TECHS.....& HE WILL PAGE THEM AGAIN.....& CALL GLENN DIRECTLY, WITH AN  
UPDATE.....

03/30/99 19:01:06 ccmm

Clock Stopped, the Last Activity Time (in Minutes): 2

03/30/99 19:02:23 ccmm

Clock Started

03/30/99 19:02:28 ccmm

Clock Stopped, the Last Activity Time (in Minutes): 0

03/30/99 20:29:24 ccmm

Clock Started...GLENN CI WANTS TKT ESCALATED TO DANNY LANGFORD.....CALLED  
BS..TT CLAUDE...HE IS ESCALATING THIS TO DANNY.....

03/30/99 20:29:29 ccmm

Clock Stopped, the Last Activity Time (in Minutes): 3

03/30/99 20:30:45 ccmm

Clock StartedPAGED LARRY MILLER TO ADVISE

03/30/99 20:30:49 ccmm

Clock Stopped, the Last Activity Time (in Minutes): 0

03/30/99 20:55:25 ccmm

Clock StartedGLENN CALLED REQ A CONFERENCE CALL W/ BS TECH, &  
DAVE/BS.....I CALLED DAVE TO INFORM.....HE IS CALLING TECH, THEN WILL CALL  
ME, THEN WE'LL CALL GLENN TO CONFERENCE.....

03/30/99 20:55:30 ccmm

Clock Stopped, the Last Activity Time (in Minutes): 1

03/30/99 21:03:13 ccmm

Clock StartedTALKED TO LARRY MILLER RE SITUATION .....HE IS AWARE OF IT  
NOW.....

03/30/99 21:03:19 ccmm

Clock Stopped, the Last Activity Time (in Minutes): 7

03/30/99 21:18:13 ccmm

Clock StartedDAVE/BS/, STEVE/BS, GLENN, & I CONFERENCED.....STEVE IS  
TECH AT THE SITE...HE THINKS THAT CONSTRUCTION GOING ON IN THE AREA IS  
AFFECTING THE CABLE FOR THIS CKT.....CHANNELS 13-24 ARE HAVING TROUBLE  
.....AN ADDITIONAL TECH HAS BEEN CALLED TO THE SITE TO HELP STEVE,  
PROGRESS ON THIS SITUATION IS SLOW GOING BECAUSE OF DARKNESS, MUD & WATER  
AT THE SITE.....STEVE WILL KEEP DAVE UPDATED...DAVE WILL KEEP THE NRC  
UPDATED & THE NRC WILL CALL GLENN OR VICE VERSA

03/30/99 21:18:18 ccmm

Clock Stopped, the Last Activity Time (in Minutes): 14

03/31/99 00:02:30 cmas



Clock Started FIELD TECH CLOSED THIS TICKET OUT, JUST WAITING FOR CLEARANCE FROM GILBERT/BS, WHICH SHOULD HAPPEN AROUND 3 AM. Clock Stopped, the Last Activity Time (in Minutes): 0

03/31/99 01:24:12 cmas

Clock Started GILBERT/BS CALLED IN, SAYING HE'S HAVING PROBLEMS LATCHING THE CSU TO THE Z END (LATCHED OK TO A END). CALLED GLENN/CUST & CONFERENCED HIM IN. GILBERT TESTED SOMETHING INCORRECTLY WHICH IS WHY

HE

MAY HAVE HAD A PROBLEM. GILBERT PUT US ON HOLD; CUST MAY DROP OFF. GILBERT BACK ON, GLENN/CUST ASKED GILBERT IF THIS IS BASICALLY FIXED, GILBERT SAID YES. GILBERT'S JUST VERIFYING IT ON HIS END. GLENN GAVE GILBERT SPECIFIC INSTRUCTIONS ON HOW TO TEST THIS AND GILBERT TOOK NOTE. GLENN ASKED THAT I CALL AND LEAVE MESSAGE ABOUT RESULTS. AWAITING CALLBACK FROM GILBERT/BS.

ALSO CALL LARRY MILLER IN THE AM TO GIVE HIM UPDATE. Clock Stopped, the Last Activity Time (in Minutes): 15

03/31/99 04:01:36 cmas

Clock Started GILBERT B/S CALLED IN TO REPORT THAT HE RAN CLEAN TO THE HRU & CSU. NOTIFYING CUST. LEAVING TICKET OPEN FOR 24 HRS; CLOSE IF NO FURTHER CALLBACKS FROM CUSTOMER. Clock Stopped, the Last Activity Time (in Minutes): 0

03/31/99 06:24:51 cmas

Clock Started PAGED LARRY MILLER & KMC DUTY TECH TO UPDATE. BOTH CALLED BACK. UPDATED BOTH OF THEM. Clock Stopped, the Last Activity Time (in Minutes): 0

03/31/99 06:28:03 ctmm

Clock Started TT ABDUL/BELLSOUTH AND HE CALLED TO ADV THAT THIS IS REPAIRED NOW- AND THAT HE HAS OPENED A TRACKING TICKET FOR THIS CSUT - TICKET # IS SS001801 - THAT WILL REMAIN OPEN FOR THE NEXT 30 DAYS FOR THIS CIRCUIT - SINCE THIS HAS BEEN A CHRONIC PROBLEM WILL CALL GLENN/ U.S. UNWIRED THIS A.M. AND ADV Clock Stopped, the Last Activity Time (in Minutes): 8

03/31/99 07:07:53 ctmm

Clock Started RCD CALL FROM GLENN AND HE ADV HE WANTS ABDUL ON THE PHONE NOW - CALLING BELLSOUTH/ABDUL AT THIS TIME TO DO CONF CALL - PER GLENN CIRCUIT APPEARS TO BE UP AND RUNNING FINE AT THIS TIME Clock Stopped, the Last Activity Time (in Minutes): 8

03/31/99 08:54:02 ctmm

Clock Started GLENN CALLED AND IS GETTING ERRORS ON CIRCUIT - CALLED ABDUL/BELLSOUTH AND DID CONF CALL - HE IS GOING TO GET OUTSIDE TECH OUT THERE AND THEY ARE GOING TO DO SOME MORE REPLACEMENT OF EQUIP - ABDUL

WILL

BE CALLING GLENN OR MYSELF AND ADV OF E.T.

NO FURTHER AT THIS TIME Clock Stopped, the Last Activity Time (in Minutes): 3

03/31/99 09:19:59 ctmm

Clock Started RCD CALL FROM TIM/GLENN - U.S. UNWIRED AND ADV CIRCUIT IS DOWN AT THIS TIME - CALLING BELLSOUTH- ABDUL AND HE ADV THAT HE WILL CALL ME RIGHT BACK - HE IS WORKING ON THIS AT THIS TIME - WILL GIVE HIM 15 MIN AND THEN CALL HIM AGAIN Clock Stopped, the Last Activity Time (in Minutes): 4

03/31/99 09:37:16 ctmm

Clock Started RCD CALL FROM ABDUL/BELLSOUTH AND HE IS ADV ME THAT HE TALKED TO THE OPS SUPERVISOR AND A NEW FIBER MUX WAS INSTALLED FROM THE D-MARK RECENTLY - ABDUL HAS ADV THAT HE HAS A CALL INTO ENGINEERING TO RE-DESIGN THIS CIRCUIT - ENGINEERING WILL HAVE TO GET RE-DESIGNED BEFORE THE CUT OVER CAN TAKE PLACE -

WILL ADV GLENN/U.S. UNWIRED Clock Stopped, the Last Activity Time (in Minites): 3

03/31/99 09:48:29 ctm

Clock Started HAVE CALLED AND ADV GLENN AT THIS TIME Clock Stopped, the Last Activity Time (in Minites): 2

CAI is set to No

March 31, 1999 10:19:32 AM ctm

Clock Started CALLING BELLSOUTH TO GET STATUS ON THIS - THE ENGINEERING ISSUE PER MY PREV COMMENT WITH ABDUL Clock Stopped, the Last Activity Time (in Minites): 9

March 31, 1999 10:44:08 AM ctm

Clock Started WAITING FOR C/B FROM ABDUL/BELLSOUTH AT THIS TIME Clock Stopped, the Last Activity Time (in Minites): 0

March 31, 1999 12:40:11 PM ctm

Clock Started RCD CALL FROM ABDUL/BELLSOUTH AND HE IS ADV THAT THE ENGINEER/BARBARA WILL RE-DESIN THIS TOMORROW AND CUTOVER TOMORROW 4/1 DOING CONF CALL W/ABDUL- AND GLENN AT THIS TIME AND GLENN IS ADV OF STATUS Clock Stopped, the Last Activity Time (in Minites): 3

April 01, 1999 6:51:24 AM ctm

Clock Started TICKET UPDATE- HAVE CALL INTO ABDUL/BELLSOUTH TO GET STATUS ON EXACTLY WHEN TODAY THE RE-ENGINEERING AND CUT OVER ARE GOING TO TAKE PLACE Clock Stopped, the Last Activity Time (in Minites): 1

April 01, 1999 7:33:19 AM ctm

Clock Started HAVE CALLED BELLSOUTH/AND L/M FOR ABDUL TO CALL ME AND ADV OF STATUS Clock Stopped, the Last Activity Time (in Minites): 1

April 01, 1999 12:15:52 PM ctm

Clock Started RCD CALL BACK FROM ABDUL/BELLSOUTH AND HE ADV ME THAT HE WAS CALLING

ENGINEERING TO GET STATUS AND WOULD CALL ME BACK AND ADV Clock Stopped, the Last Activity Time (in Minites): 1

April 01, 1999 2:09:31 PM ctm

Clock Started RCD CALL FROM GLENN/U.S. UNWIRED AND HE WANTED CONF CALL W/ABDUL-BELLSOUTH - ABDUL ADV THAT THE ENGINEERING IS COMPLETED AND ABDUL WILL BE CONTACTING GLENN FOR THE CUTOVER - GLENN HAS GIVEN ABDUL HIS CELL # OF 318-573-0002

NO FURTHER AT THIS TIME - TICKET TO REMAIN OPEN Clock Stopped, the Last Activity Time (in Minites): 1

April 01, 1999 4:22:49 PM ctm

Clock Stopped, the Last Activity Time (in Minites): 0

April 03, 1999 1:08:15 PM cum

Clock Started- GLEN CALLED IN SAID THAT THIS T-1 CANNOT LOOP THE SMART JACK- WANTS US TO CALL BS AND HAVE THEM WORK THIS- SPOKE WITH RICKY- IF GLEN IS NOT AT THE 425-2700 HE CAN BE REACHED AT 318-573-0002- PER GLEN HE WANTS THIS ONE DISPATCHED ON AND

THE OTHER CIRCUIT TESTED. CALLED RICKY AND EXPLAINED THAT THEY WANT DISPATCH ARRANGED. HE IS GOING TO HAVE TO CALL SOMEONE OUT. AND WILL START ON THAT Clock Stopped, the Last Activity Time (in Minutes): 14

April 03, 1999 2:02:04 PM ctah

3:01 PM CALLED BS TT RICKY. HE HAS NOT EVEN OPENED A TROUBLE TICKET YET. HE WILL START THE DISPATCH PROCESS WITHIN 25 MINUTES AND CALL ME BACK.

April 03, 1999 2:35:04 PM ctah

3:30 PM CALLED BS TT RICKY. TICKET HAS BEEN ESCALATED TO LEVEL ONE. TEST CONFIRMED FRAMING ERRORS, TICKET HANDED OFF TO BS CO.  
CALLED GLENN CUST GAVE UPDATE.

April 03, 1999 2:48:19 PM ctah

The ticket has been assigned to: ctah

April 03, 1999 3:30:25 PM ctah

4:30 PM CALLED BS TT RICKY ESCALATED TO LEVEL TWO. HE SAID TICKET HAS BEEN LOADED YET  
CALLED GLENN CUST GAVE UPDATE  
PAGED KMC SHRV DUTY PAGER

April 03, 1999 5:10:29 PM ctah

5:45 PM CALLED BS TT RICKY. TICKET STILL NOT LOADED TO TECH. ESC MGR HAS NOT CALLED HIM BACK. HE WILL PAGE DANNY LANGFORD (BS OPS DIR)  
I PAGED DANNY LANGFORD MYSELF AT 800 946-4646 PIN 1403974  
CALLED GLENN CUST GAVE STATUS. Clock Started

April 03, 1999 7:00:48 PM ctah

QUOTE: "BELL SOUTH IS A 20 BILLION DOLLAR COMPANY. ONE CUSTOMER'S NOT GOING TO HURT THEM AT ALL" - BS CSR TECH IN RESALE/MAINTENANCE CENTER.

7:45 PM I HAVE PAGE ALL NUMBERS ON THE ESCALATION LIST AND ALL NUMBERS ON THE VM'S OF THE ESCALATION LIST PAGERS REPEATEDLY. STILL NO RESPONSE.

PAGED JEFF KMC SHRV TECH, CONF PAULA CITY DIR, THEN CONF ALLEN LOCKHART TECH

PAGED LARRY MILLER KMC VP, CONF WITH JEFF KMC TECH AND SASH BS CSR TECH  
SASH BS SAID HE WILL CONTINUE TRYING TO CONTACT A MGR AND CALL ME BACK 'SHORTLY'

7:59 PM SASH BS CALLED SAID HE STILL HASN'T HEARD FROM ANYONE. WILL CALL ME BACK.

April 03, 1999 7:17:02 PM ctah

8:14 PM SASH BS CALLED SAID HE WAS STILL TRYING TO CONTACT A MGR.

**From:** Duke, Michael <mduke@kmctelecom.com>  
**To:** Cronan O'Connell (E-mail) <coconnell@alts.org>  
**Cc:** Breckenridge, Tricia <tbreck@kmctelecom.com>; McLaughlin, John <jmclau@kmctelecom.com>  
**Date:** Wednesday, June 09, 1999 11:41 AM  
**Subject:** FW: URGENT: SWB REJECT EVALUATION

---

Cronan - This one might be better as it incorporates SWBT's response to our multiple clarifications concerns. Another possible point is that in the ILECs retail operations they work directly with the end user and make corrections/clarifications real time.

Mike

> -----Original Message-----

> From: Larry E. Miller [SMTP:lmille@kmctelecom.com]  
> Sent: Thursday, May 27, 1999 7:16 PM  
> To: Linda Lopez; Cindy James; Jamie Longino; mduke@kmctelecom.com  
> Subject: FW: URGENT: SWB REJECT EVALUATION

>  
> To all,  
> Attached is SWB response to Linda's complaint on multiple clarifications.  
> Larry E. Miller  
> Regional Operations Director  
> Phone: 256-704-1007  
> Fax: 256-704-9944  
> Pager: 800-705-0117  
> Cell Ph: 256-990-2859  
> Email: lmille@kmctelecom.com

>  
> -----Original Message-----  
> From: DILLARD, MARIA D (SWBT) [mailto:MD344a@txmail.sbc.com]  
> Sent: Thursday, May 27, 1999 6:03 PM  
> To: lmille@kmctelecom.com  
> Subject: RE: URGENT: SWB REJECT EVALUATION

>  
>  
> Larry:  
> Please find attached our explanations as they pertain to the reject  
> evaluation spreadsheet you provided. We have identified the rejects where  
> we may not have identified all the errors on the first response and are  
> working process improvements to better assist your team on this first  
> pass.  
> It is my understanding that several of your employees recently attended  
> training which should also assist in reducing the number of rejects  
> necessary for processing your orders.  
> Please let me know if you would like to discuss this further. Questions  
> on  
> the specific items may be directed to Kathy Miller on 817-212-0385 or  
> Carletta Criss on 817-212-0283. We look forward to our continued  
> communication to assist you in your ordering activity.  
> Thanks,  
> Maria Dillard

>  
>  
>  
>  
>  
>  
> -----Original Message-----  
> From: Larry E. Miller [mailto:lmille@kmctelecom.com]  
> Sent: Tuesday, May 18, 1999 8:27 AM  
> To: DILLARD, MARIA D (SWBT)  
> Cc: Linda Lopez; James Longino (E-mail); Lance Cattoor  
> Subject: RE: URGENT: SWB REJECT EVALUATION  
>  
>  
> Thanks for the quick response on this Maria. Please let us know something  
> asap.....  
> Larry E. Miller  
> Regional Operations Director  
> Phone: 256-704-1007  
> Fax: 256-704-9944  
> Pager: 800-705-0117  
> Cell Ph: 256-990-2859  
> Email: [lmille@kmctelecom.com](mailto:lmille@kmctelecom.com)  
>  
> -----Original Message-----  
> From: DILLARD, MARIA D (SWBT) [mailto:MD344a@txmail.sbc.com]  
> Sent: Tuesday, May 18, 1999 8:16 AM  
> To: [lmille@kmctelecom.com](mailto:lmille@kmctelecom.com)  
> Cc: Linda Lopez; James Longino (E-mail)  
> Subject: RE: URGENT: SWB REJECT EVALUATION  
>  
> Larry:  
> We will look into this right away. We also appreciate your team's  
> willingness to work with us on last week's project.  
> Thanks,  
> Maria  
>  
> -----Original Message-----  
> From: Larry E. Miller [mailto:lmille@kmctelecom.com]  
> Sent: Monday, May 17, 1999 4:17 PM  
> To: DILLARD, MARIA D (SWBT)  
> Cc: Linda Lopez; Lance Cattoor; James Longino (E-mail)  
> Subject: FW: URGENT: SWB REJECT EVALUATION  
> Importance: High  
>  
>  
> Maria,  
> First off thanks so much for all work on the DS3 on Friday!!!!  
> Now the bad news. Please take a look at this attached spreadsheet. Linda  
> is  
> getting multiple clarifications on orders without Southwest Bell looking  
> at  
> the complete order. Can you please help us out with this.....Thanks  
> Larry E. Miller  
> Regional Operations Director  
> Phone: 256-704-1007  
> Fax: 256-704-9944  
> Pager: 800-705-0117

> Cell Ph: 256-990-2859  
> Email: [lmille@kmctelecom.com](mailto:lmille@kmctelecom.com)  
>  
> -----Original Message-----  
> From: Lopez, Linda [<mailto:llopez@kmctelecom.com>]  
> Sent: Monday, May 17, 1999 3:35 PM  
> To: Miller, Larry  
> Subject: URGENT: SWB REJECT EVALUATION  
> Importance: High  
>  
>  
>  
>  
> <<SWB REJECT EVALUATION.xls>>

CUSTOMER	PON	REJECTED BY	REJECT #	REASON BY PAGE (LSR, EU, LOOP)	Explanations
WHATABURGER 313	TX1CM289990	VERONICA HERNANDEZ	1 AT 1403 PM  2 AT 1410 PM	LSR: VERIFY DFDT - I WAS TOLD TO USE 8-5  EU: VERIFY ZIP CODE, SATH LSR: VERIFY DFDT - I WAS TOLD TO USE 8-5 EU: INVALID ADDRESS (WHY WAS THIS NOT VALID 15 MINUTES AGO BEFORE REJECT 1 WAS SENT)	The DFDT has to be specified. It was left blank. Rep incorrectly instructed Linda to place 8-5 but called back to correct error. Rejected for SATH and not corrected. Rep stated invalid address on the following reject to be more specific.
GLOBAL EXOTICS	TX1CM892990	RACHAL BRIGHT		1 LSR: VERIFY DDD LSR: DDD MUST BE 5 DAYS OUT    EU: MISSING SASS INFO	Rejected for verification of DDD-not corrected. Rep attempted to be more specific on 2nd reject. Rejection for SASS should have been addressed on 1st reject. However, due to the fact that the 1st reject was not corrected, the SASS was included on the second.
SOUTHWEST STAFF	TX1CM854990	SHAWN COX RANDY COOPER		1 LSR: ATN MISSING, DFDT AND CHC MISSING EU: LCON TN MISSING LOOP: TN'S PORTED NOT ADDRESSED 2 LSR: INVALID ACTL LOOP: INVALID CFA LSR: TN DOESN'T BELONG TO CUSTOMER -LISTED AS MONUMENT 3 FINANCIAL	All of the rejects were valid. Although all of these should have been addressed on the 1st reject, we were notified by Linda when the order had been rejected a third time and did not require her to send another supp. We accepted her verbal explanation of the TN actually belonging to Monument Financial.
BUSINESS INTERIORS	TX1CM893990	VERONICA HERNANDEZ		LSR: INVALID D/T SENT (LISTED AS 300 AM NOT 300 PM), VERIFY LSO, 1 INVALID TO2 LOOP: VERIFY REF NUM 2 EU: NEED SATH MISSING LOOP: NEED LNA	The reject for verification of Ref # is associated with the LNA. These fields were left blank. The SATH was a valid reject but should have been addressed on the 1st return.
MIRACLE DETAIL	TX1CM891990	VERONICA HERNANDEZ		1 EU: VERIFY LCON TN LOOP: VERIFY REF NUM 1&2 LSR: NEED EXP REASON, VERIFY 2 CHC, VERIFY DFDT EU: VERIFY SASN, VERIFY ZIP CODE LOOP: INVALID LNA	All rejects should have been addressed the first time. However, they were all valid and the LNA was not corrected. Also, not noted was the fact that the order was

			3 LSR: ACT INVALID,VFY EXP CANNOT EXP LNP LOOP: REF 2 TN, LNA NPT LSR: DID NOT VFY EXP FIELD; 4 CANNOT EXP LNP	noted was the fact that the order was rejected a 3rd time because the resubmitted version had additional info added. Ex: Verify expedite-cannot expedite LNP. It was rejected a 4th time because this was not corrected.
TEXAS REGIONAL INTERNE PROVIDER	TX1CM747990	VERONICA HERNANDEZ	1 LSR: RTR INFO INCORRECT 2 EU: VERIFY SASN AND SATH LOOP: VERIFY VER ON	All rejects should have been addressed the 1st time. However, they were all valid.



April 29, 1999

Chairman Philip Bradley  
South Carolina Public Service Commission  
P.O. Drawer 11649  
Columbia, S.C. 29211

Chairman Bradley,

I am enclosing a summary of the numerous problems and resulting setbacks that NewSouth Communications has been encountering with BellSouth. I have limited this letter and the summary to the most important and recurring problem dealing with Disconnect Orders. BellSouth has neglected to properly cutover customers of NewSouth Communications. As a consequence of BellSouth mistakes, NewSouth Communications cannot reassure customers that they will receive parity of service and will not experience degradation of service if they migrate to NewSouth Communications. It is our belief that these are the type problems that will put companies out of the competitive market and out of business!

These problems date from October 1998 through the present. BellSouth has shown a pattern of failure to provide timely processing and confirmation of NewSouth Communications orders. NewSouth repeatedly must call numerous BellSouth representatives to determine the status of these orders. Repeated inquiries are met with manual remedies taking huge increments of time and hassle on the part of NewSouth Communications and our customers. Finally, the procedures formulated by BellSouth for our employees to follow in these crisis situations are consistently changed without notification.

To briefly summarize the major disconnect problems:

- Incorrect disconnect orders that result in premature disconnection of customer service during peak business hours
- Multiple disconnection of customer service within a twenty four hour period
- Misplaced and incorrect BellSouth Disconnect Orders, causing recurring delays in installation of service for our customers
- Constant manual follow up by NewSouth Communications personnel with BellSouth representatives before, during and after disconnection because of BellSouth's internal lack of communication during the process

One main purpose of the Telecommunications Deregulation Act of 1996 is to promote competition. Competitive Local Exchange Carriers, like NewSouth Communications, must rely on BellSouth in order to provide services locally. When BellSouth monopolized the market, the customer had no choice but to wait the delineated period set by BellSouth for assistance, repairs and maintenance. The losers here are South Carolina businesses held hostage to the BellSouth monopoly and do not receive the benefits of competition in the telecommunications marketplace.

Therefore, if NewSouth Communications is forced to rely on BellSouth's antiquated reaction time, negligent communication and changing procedures in handling our requests and crises, we will quickly become a non-competitive entity. Without necessary intervention by the South Carolina Public Service Commission, we will not be the only CLEC in this position. Unfortunately, NewSouth Communications' reputation bears the consequence of BellSouth's incompetence. NewSouth Communications can not obtain or maintain customers with this continued pattern.

Thank you for your time with this matter.

Sincerely,

Lori Reese  
Director of Governmental Affairs  
NewSouth Communications

cc: Michael LaFrance  
Kevin Hendricks  
John Ray

Enclosures

### **Issue 1-BellSouth Mishandles Disconnect Orders**

Customer A's service was disconnected by BellSouth November 18<sup>th</sup>, five (5) days prior to the date requested by NewSouth in the Disconnect Order. The service was out for a full 2 1/2 hours during peak business hours on the 18<sup>th</sup>. The next day this same customer still had service problems, as BellSouth had not correctly reinstated the hunting option. NewSouth originally requested a disconnection time of 6:00 p.m. on November 23<sup>rd</sup>, but BellSouth disconnected Customer A at 8:30 a.m.

Customer B's service was disconnected by BellSouth August 31<sup>st</sup> in the early morning hours, ten (10) days prior to the date requested by NewSouth in the Disconnect order. The service was down until 1:50 p.m. on September 1<sup>st</sup>. At 5:00 p.m., Customer B's service was cut off, again, nine days early. No one at BellSouth could explain what happened.

Customer C's service was scheduled to be installed on September 21<sup>st</sup>. At 4:30 p.m. on September 21<sup>st</sup>, a BellSouth representative called to request a change of installation date. NewSouth informed The BellSouth representative that this particular date was the only available date for all parties involved (customer, vendor, etc.). At 7:00 p.m., BellSouth advised NewSouth that BellSouth had made an error in the Disconnect Order and all employees with requisite skills to fix the order were unavailable. At 11:15 p.m., after seven follow-up calls from NewSouth Customer Care, a BellSouth employee was located to fix the error. At 4:30 a.m., the Disconnect Order had been fully completed and implemented and porting of the numbers began, a full twelve (12) hours after disconnect problem began.

Customer D's service was disconnected by BellSouth February 12<sup>th</sup>, five days prior to the date requested by NewSouth in the Disconnect Order. The service was out for a full 4 1/2 hours during peak business hours from 10:30 a.m. until 3:30 p.m.

Customer E's original disconnect order was faxed to BellSouth several days prior to the installation date of November 9<sup>th</sup>. NewSouth could not install customer's service for a full two (2) hours because BellSouth lost the Disconnect Order. When the Disconnect Order was located, Customer's service was further delayed because BellSouth incorrectly completed the Disconnect Order.

Customer F's Disconnect Order was faxed to BellSouth several days prior to installation. The installation of service was delayed by three (3) hours because BellSouth lost the Disconnect Order. The installation did not begin until 11:00 p.m. and finished at 4:30 a.m. This particular fact pattern has recurred several times since August of 1998.

Customer G's lines were scheduled to be converted from Remote Call Forwarding to Local Number Portability (LNP) on March 1<sup>st</sup>. NewSouth requested disconnection of numbers from BellSouth's switch several days prior to March 1<sup>st</sup>. Before this LNP could be completed, BellSouth must disconnect Customer's numbers from the BellSouth switch. BellSouth did not disconnect the customer. When consumers called customer's number, a disconnect recording was heard. This recording began at 8:30 a.m. and remained in effect until after 4:30 p.m. that same business day. Customer F's service was disconnected for eight (8) hours.

### **Possible Solutions**

- BellSouth should let NewSouth know of policy changes **prior** to changes being made.
- BellSouth should meet their committed due dates.
- BellSouth should keep NewSouth up to date on jeopardy orders.
- Due to turnover at BellSouth, NewSouth should be provided with updated contact and escalation lists quarterly.
- BellSouth should keep us informed of present or future buildouts or large repair jobs in the areas we serve.
- BellSouth's order processors should be more diligent in completing FOC orders.

April 29, 1999

John Ray  
C/o BellSouth Interconnection Services  
9<sup>th</sup> Floor  
600 North 19<sup>th</sup> Street  
Birmingham, Alabama 35203

Mr. Ray,

I am writing on behalf of NewSouth Communications pursuant to our ongoing breakdowns with BellSouth. As the Director of Governmental Affairs, I feel compelled to ask for assurances and solutions from BellSouth regarding the constant and consistent problems associated with your services and procedures. This letter, in particular, is focused on the recent premature disconnection of Gower Corporation and Cancer Centers of the Carolinas on April 14, 1999.

It is my understanding that the Gower Corporation had been incorrectly disconnected twice prior to the confirmed disconnect time of 6:00p.m. on April 14. Cancer Centers of the Carolinas was prematurely disconnected on this same date, although the scheduled disconnect date was April 27. Both of these businesses were without telephone service for hours. NewSouth Communications had Firm Order Confirmations (FOC) on both of these customers. Based on my investigation of our ongoing problems with BellSouth, this has occurred numerous times without a proposed remedy on the part of BellSouth.

I will continue to follow up with you regarding all present and future service problems with BellSouth in order to properly document these ongoing matters. Please feel free to contact me with proposed solutions to these continuing difficulties.

Sincerely,

Lori Reese  
Director of Governmental Affairs  
NewSouth Communications

cc: Philip Bradley  
Michael LaFrance  
Kevin Hendricks

April 29, 1999

John Ray  
C/o BellSouth Interconnection Services  
9<sup>th</sup> Floor  
600 North 19<sup>th</sup> Street  
Birmingham, Alabama 35203

Mr. Ray,

I am writing on behalf of NewSouth Communications pursuant to our ongoing breakdowns with BellSouth. As the Director of Governmental Affairs, I feel compelled to ask for assurances and solutions from BellSouth regarding the constant and consistent problems associated with your services and procedures. This letter, in particular, is focused on the recent premature disconnection of Plastic Omnium during the dates of April 10 through April 12, 1999.

BellSouth's representative, Bill Castleberry, confirmed by email on April 13, 1999 that the problem with this disconnect was a BellSouth error. He confirmed that BellSouth completed an incorrect issuance of the disconnect order. Although he located the representative responsible for the error, we have not received a Root Cause Analysis of this situation. This type of clerical mistake has occurred numerous times over the past seven months and appears to be nothing more than gross negligence on the part of BellSouth employees.

I will continue to follow up with you regarding all present and future service problems with BellSouth so that NewSouth Communications may properly document these ongoing challenges. Feel free to contact me with the proposed solution to these continuing difficulties.

Sincerely,

Lori Reese  
Director of Governmental Affairs  
NewSouth Communications

cc: Philip Bradley  
Michael LaFrance  
Eddie Terrell

## **Issue 2-Customers Suffer Service Problems**

October 7, 1998, Customer A's lines were all giving a busy signal beginning at approximately 3:30 p.m. This was reported to BellSouth at 5:45 p.m. Twelve more follow-up calls were made to BellSouth between 6:30 p.m. and 10:25 p.m. when the BellSouth Technician finally arrived. ( By 9:45 p.m. the customer still had a busy signal and wanted to cancel service with NewSouth.) The BellSouth technician finished the repair at 1:17 a.m., 7 ½ hours after customer's trouble was reported.

January 21, 1999, Customer B's lines were down at 10 a.m. and immediately reported to NewSouth Customer Care. NewSouth Customer Care began calling specified BellSouth contacts, as requested by the BellSouth Account Team procedure. NewSouth Customer Care called and paged all specified contacts for over 1 ½ hours, often including the digits "911" after the number dialed for the pager. BellSouth stated there had been a BellSouth representative error and the number was incorrectly disconnected.

## **Issue 3-Customers Lose Dial Tone**

On October 7, 1999, numerous ( eight ) NewSouth customers notified NewSouth that all lines and numbers being called by consumers were responding with an "all circuits busy" recording. When BellSouth was contacted, the BellSouth Maintenance informed NewSouth Customer Care that traffic over the trunk groups had reached capacity. BellSouth had not properly monitored this as required per the Interconnection Agreement with NewSouth. When trunk capacity is near full capacity, BellSouth is responsible for ordering more trunk space. As this was not done, several customers were out of service for an entire business day. The problem was not corrected until 11:30 p.m. on October 7<sup>th</sup>.

On March 19, 1999, NewSouth requested BellSouth maintenance, loop back, on several circuits. Instead of performing maintenance on the circuits we requested, BellSouth performed this on other circuits, thus, cutting off service for several customers. Customers reported this "dead air"..... This same incident has happened twice more since March of this year.

On March 25, 1999, Customer A reported no service at 10:20 a.m. NewSouth contacted BellSouth and was told that a loop back had been requested. NewSouth stated that there was not a requested loop back and, further, requested Customer A's service to be reinstated. At 1:50 p.m., BellSouth stated that there was trunk trouble and would send maintenance to check. At 2:30 p.m., BellSouth stated that trouble ticket for this number had been misplaced and no one had been dispatched to handle the problem. At 6:00 p.m., BellSouth gave NewSouth Customer Care an estimated restoration time of 11:30 p.m. At 8:15 p.m., A NewSouth technician attempted to call Customer A and the call was completed. However, no trouble ticket closure had been received on this event.

## **April 1999 and May 1999 BellSouth Problems-Trouble Tickets and portability**

May 12, 1999-NewSouth's Customer A was not getting ANY phone calls which originated with the State Government of South Carolina because BellSouth had not yet translated ALL of the BellSouth numbers to NewSouth numbers. A portability problem. BellSouth, when contacted by NewSouth Customer Care, stated that someone with the State would have to assist on the translations and it was not a BellSouth problem. Upon a great deal of time and manually verifying the problem as a BellSouth problem, we had to enlist the assistance of the State of South Carolina in order to "put some heat" on BellSouth to correct the translation problem as soon as possible. A full three days later, our customer could finally receive calls from the State without calls being blocked or stating that the number was disconnected.

## **April and May 1999-Trouble Tickets**

More than 10 trouble tickets were taken out by NewSouth with BellSouth regarding cut cables, bad cables, etc. Although there are always "acts of God" and unexplained occurrences over the years in this industry, to be able to identify at least ten trouble tickets with one CLEC (NewSouth) in one city (Greenville, S.C.) in only approximately six weeks time seems overwhelming. The final straw is the fact that the response to these trouble tickets has been an overwhelming...NTF or "no trouble found." The other responses are either no response at all or responses that suggest negligence, at the very least, on the part of BellSouth. Our partners-former BellSouth employees state that they feel something is wrong. These occurrences and responses from BST do not "sit right" with them.

The equalizer, which was removed from the repeater in the Central Office, is essentially a rack that may be removed in order to be maintained. It contains various circuits to enable the calls to be routed to the proper destination. However, in this instance, there was no trouble ticket for this item, therefore, the equalizer should not have been removed for any reason. NewSouth employees did not remove the shelf, leading the technicians to conclude that a BellSouth employee was the only other individual in contact with this area.

The other Central Office problems involved disconnected wires or sections of circuitry, which were at one time properly connected. Upon customer complaints of service difficulties, NewSouth Communications technicians found various problems that had not existed when these circuits were initially tested and installed. Again, this situation lead our technicians to believe that there has been some intentional damage to our equipment.

These customers include:

4/5/99-HOK Inc-NTF

4/6/99-Ballenger Paving-NTF

4/16/99-Ramada Inn-NTF

5/5/99-Pinnacle Tech.-Equalizer removed from Repeater

5/10/99-McKinney Dodge-Cross Connect taken down in C&T C.O

5/11/99-Uniway-BST had to correct HLU in C.O.

5/17/99-FPC-not wired in C.O- even though ACAC had accepted this the day before. When Maintenance arrived to check out C.O, T's gone and unwired.

5/19/99-Phoenix Inn-"Defective C.O. wiring

5/24/99-HOK, Inc-NTF